

Administrative and Educational Support Report

Learning Assistance Center

**Annual Action Plan
Annual Assessment Report**

June 2004 – May 2005



Annual Action Plan: June 1, 2004–May 31, 2005

Unit: Learning Assistance Center

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Enrollment and Student Services **Unit Head:** Richard Trevino

Unit Mission:

- Advance understanding of collegiate experience and develop skills to participate in that experience
- Address obstacles that interfere with student progress
- Increase awareness in academic, personal, and career choice
- Promote student fulfillment of degree and program requirements

Unit Goal: Academic Advisement (TSI Affected) caseload will be restructured by College to improve academic advisement services and TSI compliance.

Link to UTPA Goal(s):

3. Improve UTPA’s organizational effectiveness
1. Ensure undergraduate student access and success

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
To improve student success and the graduation rate by offering an effective advising program which includes continuity beyond TSI compliance and advisement services provided by the LAC	2, 7	Restructure Academic Advising caseload by Fall 2005.	<ul style="list-style-type: none"> Work with Computer Center to automate College distribution lists of TSI affected students so advisors can have email access to all students. Advisors need to 	Review Academic Advising Surveys, SWOT analysis, Noel-Levitz SSI, staff recommendations	Funding for Peer Advisor; approximately \$25,000.

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advisement program. (1)			<p>“specialize” in knowing the academic requirements of the College assigned to them.</p> <ul style="list-style-type: none"> Each College advisor will be assigned a Peer Advisor who will also specialize in knowing the academic requires of the majors. 		

Unit Goal:

Improve admissions process for international students.

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Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve customer service and the international student undergraduate admissions process by having the Office of International Admissions and Services assume	1,7	Increase international student admissions applications by 5% FY05 over FY04.	<ul style="list-style-type: none"> Will assume International Student Admissions by January 2005. Will receive training by the Undergraduate Admissions Office 	Review data in the Student Information System, feedback from students.	<p>Two new computers to have the capacity to handle the volume of student applicants.</p> <p>Fire proof cabinet for confidential documents.</p>

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the duties of admissions for international students. (2)			during the Fall 04 semester.		Furniture for one student worker.

Unit Goal:

Streamline Non-Course Based Developmental Education (NCBDE) to maximize resources and students served.

Link to UTPA Goal(s):

- 3. Improve UTPA's organizational effectiveness
- 1. Ensure undergraduate student access and success

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
The Learning Assistance Center will increase the number of students served. (3)	1,7	The LAC will serve 5% more students; from 12,166 to 12,774.	<ul style="list-style-type: none"> • Review number of students currently served by subject/by area. • Compare number of students served through the Tutoring Center to the total number of students enrolled in the tutored courses. • Review tutoring budget and student personnel. • Hire 20% more work-study tutors than direct wage. 	The LAC tracks number of students being served by all the units and reviews surveys	20% more work-study tutors.



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Unit Goal: Academic Advisement (TSI Affected) caseload will be restructured by College to improve academic advisement services and TSI compliance.

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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
To improve student success and the graduation rate by offering an effective advising program which includes continuity beyond TSI compliance and advisement services provided by the LAC	2, 7	Restructure Academic Advising caseload by Fall 2005.	Reviewed Academic Advising Surveys, SWOT analysis, Noel-Levitz SSI, staff recommendations	Students need more services beyond academic advisement. Need improved relationship with their advisor. Need more information that connects them to College major	Reorganized student caseload by college. Implement Fall 2005. We have improved communication through college email distribution lists, specialize services, and improved relationships between

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advisement program.					the students and the advisors.

Unit Goal:	Improve admissions process for international students.
Link to UTPA Goal(s):	3. Improve UTPA's organizational effectiveness 1. Ensure undergraduate student access and success

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve customer service and the international student undergraduate admissions process by having the Office of International Admissions and Services assume the duties of admissions for international students.	1,7	Increase international student admissions applications by 5% FY05 over FY04.	Reviewed data in the Student Information System, feedback from students.	Identified records with incorrect data entered, students complained about having to go to several different offices.	Office of International Admissions and Services assumed international student admissions duties February 2005.

Unit Goal:	Streamline Non-Course Based Developmental Education (NCBDE) to maximize resources and students served.
Link to UTPA Goal(s):	3. Improve UTPA's organizational effectiveness 1. Ensure undergraduate student access and success

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
The Learning Assistance Center will increase the number of students served.	1,7	The LAC will serve 5% more students; from 12,166 to 12,774.	The LAC tracked number of students being served by all the units and reviewed surveys	Student surveys indicated a need for more personnel to be available to assist in advisement and tutoring centers.	LAC staff used survey feedback to schedule personnel, professional and student workers, during optimum times of the day. The tutorial centers continued extended service hours and the Advisement and Counseling Centers extended office hours after 5PM.

Additional Resources Needed (if any) that were requested for FY06 during the budget cycle:

For FY06 the Learning Assistance Center lost a \$420,000 Student Support Services Program federal grant. The University supplanted \$337,317 of these funds; \$156,602 from SAAC and \$180,715 from University funds. The estimated net loss in funding for the LAC for FY06, considering the SSSP grant and decreased revenue from TSI fees is estimated at \$225,000. We reduced 4.5 FTEs.

In spite of reduced funding, the LAC expects to reach its goals by streamlining operations. Due to TSI policy and new ACT requirements for FY06 the Advisement Center expects flat growth, the reason for the elimination of one position. The Tutoring Centers will work to keep the same services and focus on hiring work-study tutors to maximize fiscal resources. Where needed and when feasible, we will deliver services in group settings and via electronic technology, again to maximize resources.